

Commonwealth of Massachusetts
Department of Telecommunications and Energy
Fitchburg Gas and Electric Light Company
Docket No. D.T.E. 02-24/25
Record Request Response

Record Request No.: DTE-RR-23 (Electric)

Referring to Sheet 2 of rate schedule R-1, does the company require a customer, before leaving this tariff, to provide 30 days' written notice?

Response:

No, FG&E's Electric Division does not require a customer to provide 30 days' written notice before leaving the R-1 tariff. This provision has historically been a part of FG&E's R-1 tariff, however the provision is not enforced. FG&E's Electric Division will generally adhere to and fulfill any termination date residential customers request. The Electric Division's approach has been to develop systems and processes to provide the immediate and flexible responses our residential customers have grown to expect. FG&E's Electric Division adheres to the language contained under section 6C, entitled "Customer Notice of Termination" in its Terms and Conditions for Distribution Service. If the customer gives at least three business days notice of termination, then they will not be held responsible for charges for service furnished after the requested termination date.

Person Responsible: Karen M. Asbury